

iBoardTouch

Interactive Real Time Collaboration

Application Support Manual (V2.0)

Video Conferencing & Collaboration (VCC)

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MINIMUM SYSTEM REQUIREMENTS

System requirements for installing & running IBoardTouch are listed below.

The specifications below should be met in order to fully utilize all functions of IBoardTouch Applications.

If the specifications are not met, there could be differences in the performance at which the application operates, depending on the specification of the individual system.

Operating System Requirements

Microsoft Windows:	Microsoft Windows 98 / ME / 2000 / XP / VISTA / WINDOWS 7
Apple Macintosh:	Mac OS X 10.4 or later
Linux:	Ubuntu Netbook Remix (Recommended)
Fedora Core 3 (with GNOME)	
Linspire 5.0 (with GNOME) - separate package required	

Android:	Android Versions 2.2 Onwards
Internet browsers:	Google Chrome (Recommended)
Mozilla Firefox	
Internet Explorer 6 +	
Safari	
Opera	
Plugins:	Java
Adobe Flash Player	
Adobe Air	

Hardware Requirements

PC Hardware:	Intel or AMD
CPU: 500 MHz – AMD or INTEL Pentium III or AMD K6-2 550 or faster (Pentium IV or faster recommended)	
Memory: (512MB or more recommended)	
Disk: 10MB and more	

Apple Macintosh Hardware:	iMac G3 or later
PowerPC G4, G5 or later	

Broadband Requirements

Any Broadband Provider	2MB Broadband Speed or better
Mobile Broadband	3G or Better

An introduction & key features of IBoardTouch Applications

Cloud Storage (Your Online File Repository)

Store your files securely on your online encrypted repository, through our banking style firewalls, get access to your files 24 hours a day 365 days a year, from anywhere in the world. When you're working away and don't have an internet connection, your files can be set to synchronise automatically online when your internet connection is restored, so you don't need to worry about data backups to external backup drives such as pen drives, external hard disks tape drives etc.

IBoardTouch Repository allows you to manage your files efficiently, you can email multiple attachments by a single click without the need to drag and drop multiple files into the body of the email. Any new files shared to you by other users on your network are highlighted in your repository. A powerful search facility is also included within the repository to locate specific files or file types.

New folders are created by a one click create icon. And files can be easily shared with other members on your local or global network again with just one click.

Interactive Blackboard

A simple but yet powerful Interactive blackboard with a colour pallet of pens, drawing tools, and shapes for meetings, presentations and teaching in a classroom or remotely from children to higher education students.

Coupled with the IBoardTouch i-55T or i65T all in one, you don't need an expensive interactive white board, projector, PC, cables and expensive installation costs to provide this solution. A professional, efficient, cost effective solution for any environment.

The IBoardTouch interactive blackboard allows users for the first time ever, teachers, trainers or presenters to remotely interact with Students / Colleagues across the world. Teachers / Trainers can create, start classes and then invite students to join the classes from remote locations, thus allowing the host to teach students remotely

The students have the ability to hear and see everything (a virtual classroom environment) when invited, students can also see other classmates, and if privilege is given by the host, they can edit and collaborate on the blackboard, thus allowing enhanced interactive learning through a powerful cloud application.

Coupled with the i55 Touch, the power of this solution becomes apparent and the possibilities for this application are endless.

All IBoardTouch hardware comes with a built in webcam, microphone and DraftPen, for full duplex virtual classroom interactivity.

HOW TO INSTALL the iBoardTouch Application

In order to install the iBoardTouch application you need to follow next steps:

- I. Download the Adobe Air application:
 1. Open the internet browser (Internet Explorer / Google Chrome / Mozilla Firefox / Safari / Opera / etc.)
 2. Go to the following web address: <http://get.adobe.com/air>
 3. Click on the 'Download now' button



4. If you are using a different OS than Microsoft Windows, click on the 'Different operating system?' link and choose the operating system installed on your computer and click the 'Download now' button



5. Save the iBoardTouch application into a desired location
 6. Run the Adobe Air application from the location where it was saved; follow the required steps until the app is installed.
- II. Download the iBoardTouch application:
 1. Open the internet browser (Internet Explorer / Google Chrome / Mozilla Firefox / Safari / Opera / etc.)
 2. Go to the following web address: www.lboardtouch.co.uk/updates/iBoardTouch.exe
 3. Save the iBoardTouch application into a desired location
 4. Run the iBoardTouch application from the location where it was saved; follow the required steps until the app is installed.

- III. Use the iBoardTouch icon on the Desktop to launch the application.



INTERACTIVE BLACKBOARD

Teaching benefits include:

- ✓ Allowing classes to be taught remotely and on an national and international level simultaneously in real time
- ✓ Teachers can use their transferable skills on the blackboard Student/teacher interaction using the edit facility allows students to interact with the blackboard allowing for greater student involvement and attention
- ✓ Promotes student retention using this innovative teaching method

Note: When a class is created, all the attending students are receiving an *e-mail* and a *note in their calendar* regarding the date and time of the new meeting.

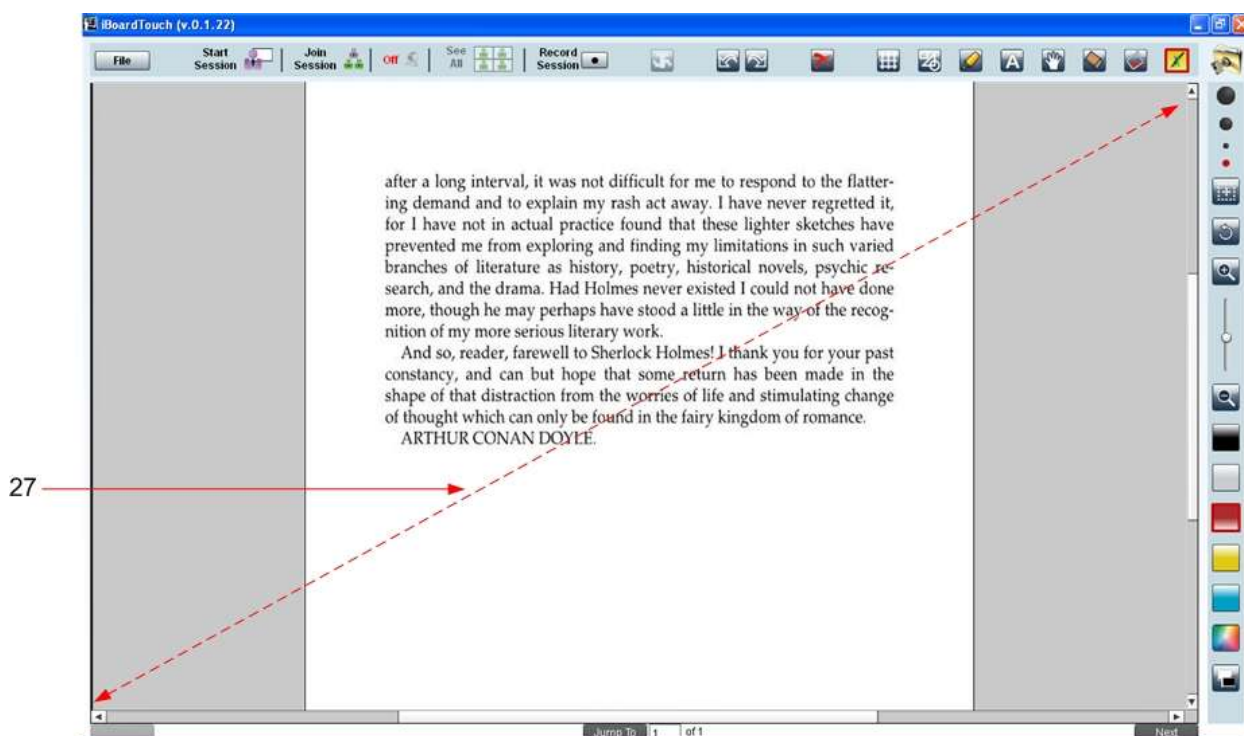
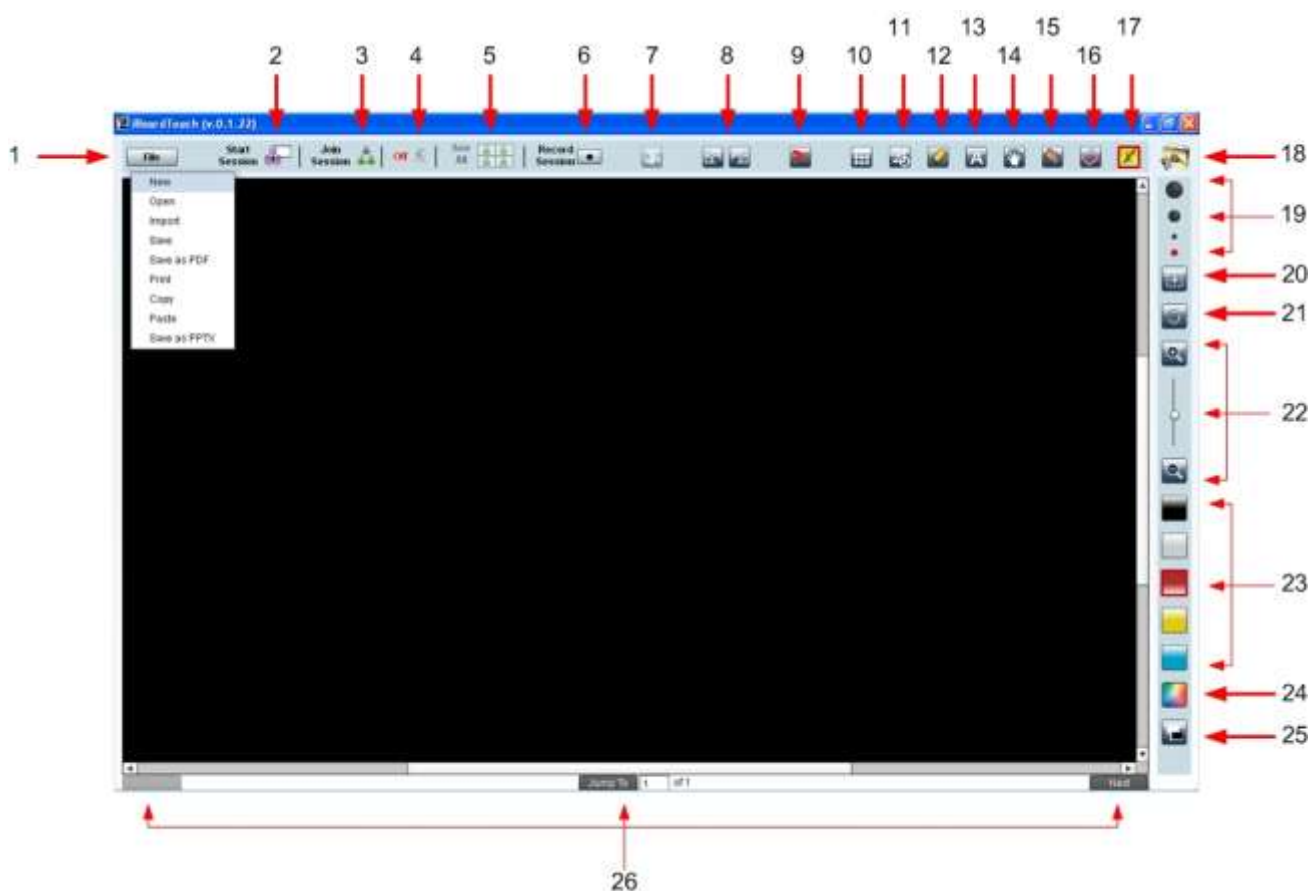
15 minutes before the class starting time, all attending students are receiving a *pop-up alert* regarding the meeting.

This application has multiple functionalities including:

- 1) Using different pen nibs of your choice to give you greater drawing flexibility
- 2) Using different drawing tools
- 3) Moving and rotating objects
- 4) Opening or Importing images and documents
- 5) Use palette tools
- 6) Open previous screens & save current screens
- 7) Opening multiple page documents and edit each page

The Interactive Blackboard main screen as shown below can be accessed from your IBoardTouch Navigation menu. Select the 'Interactive blackboard' button from the navigation menu on the left. The below screen will open in a new window.


Interactive Blackboard screen



Note No.	Details
1	<p>'File' button which allows additional functions as shown:</p> <ul style="list-style-type: none"> a) Creates a New File b) Open-Opens a file in the Blackboard c) Import-Imports a file, information or an image into the Blackboard d) Save-Saves the current file e) Save as PDF option – Saves the file in PDF format f) Print-Prints the file opened in the blackboard g) Copy-Copy function, can be used with note 15 (selecting an area) h) Paste-Pastes the item on the selected area on the Blackboard i) Saves as PPTX - Saves the file in PPTX format
2	<p>'Start Session' button - can only be accessed by the chairperson or host of the video conference session. Start Session pane appears. See start Session window below. See Page 22 Frequently asked questions.</p>
3	<p>'Join Session' button - List of sessions that you have to attend appears. See Sessions to attend window below. See Page 22 Frequently asked questions.</p>
4	<p>Webcam 'On' and 'Off' button - Enables disables voice and video Webcam image will be displayed on the left side of the screen</p>
5	<p>See all (button) when in video conference - Allows you to view all your students webcam in a scrolling list – on the left side of the screen (note 2)</p>
6	<p>Record Session button - When the 'Record Session' is pressed the session is recorded and saved as an AVR file</p>
7	<p>'Toggle' button – used when in 'private room' e.g. Private Video Conference Session</p>
8	<p>Undo Redo buttons</p>
9	<p>Delete selection button</p>
10	<p>Grid or horizontal line tool</p>
11	<p>Shapes and lines Tool</p>
12	<p>Highlight Tool</p>
13	<p>Text Tool</p>
14	<p>Grab Tool – drag the image when it's zoomed</p>
15	<p>Eraser Tool</p>
16	<p>Fill Tool</p>
17	<p>Enable draft pen button-connects to the application</p>
18	<p>On-line Storage Repository – See Page 22 Frequently asked questions.</p>
19	<p>Pen nib sizes</p>
20	<p>Select function</p>
21	<p>Rotate function</p>
22	<p>Zoom reduce page slider and buttons</p>
23	<p>Pre-selected 'standard' colours</p>
24	<p>Colour palette – user can create 'custom' colours with this tool</p>
25	<p>Change Black board to White board and vice versa</p>
26	<p>'Next' page button (Lower right corner of screen) – for use with multiple page document. 'Previous' page button (Lower left corner of screen) – for use with multiple page document. 'Jump To' page button with page number indication (Lower middle of screen) – for use with multiple page document. Tip: To view a specific page within a large document, simply type in the required page number and press 'Jump To'.</p>
27	<p>Editable Area – Diagonal line shows usable work area</p>



To login & Start a session:

- **As host of the session (Conference)**, press the 'Start Session' button  on the border top left of the Interactive board.
- A dialogue box will appear & you will be prompted to login.
- Enter your login credentials in the fields provided, username, client ID and password.
- The 'Start session' page will load; you are now ready to create a new Video Conference session.

Start Session Window - Create New Session tab

 A screenshot of the 'Start Session' window with the 'Create New Session' tab selected. The window has a blue header with 'Start Session' and two tabs: 'Create New Session' and 'Sessions Created'. Below the tabs are input fields for 'Name of Session', 'Start Date', 'Start Time' (set to 7:00), and 'Session Duration' (set to 10 min). A list of users is shown, with 'Ian Bell' selected. Each user has 'Edit' and 'View' checkboxes. At the bottom, there is a 'Search User' field with a 'Find' button, and 'Cancel' and 'Start' buttons. Red arrows and numbers 1 through 13 point to various elements: 1 points to the 'Cancel' button, 2 points to the user list, 3 points to the 'Create New Session' tab, 4 points to the 'Start Session' header, 5 points to the 'Sessions Created' tab, 6 points to the 'Name of Session' field, 7 points to the 'Start Date' field, 8 points to the 'Start Time' dropdown, 9 points to the 'Session Duration' dropdown, 10 points to the 'Edit' checkbox for Ian Bell, 11 points to the 'View' checkbox for James Anderson, 12 points to the 'Find' button, and 13 points to the 'Start' button.

Note No.	Details
1	'Cancel' button closes the Start Session window
2	Individuals on your network

3	'Create New Session' tab
4	Start session window
5	'Sessions Created' tab - clicking this will open created sessions tab as shown below
6	Session name field
7	Calendar which when selected specific date is populated
8	Class Start Time drop down box with 24 hour clock showing 15 minute intervals
9	Class Duration drop down box with timing on a 15 minute intervals
10	'Edit' check boxes, checking this allows users to modify what is on the blackboard as well as seeing and hearing on the web cam
11	"View" check boxes, allows user just to view what is on the black board and can see or hear through the webcam
12	Search User field
13	'Start' button – will start a session with the selected users

To create a session after successful login:

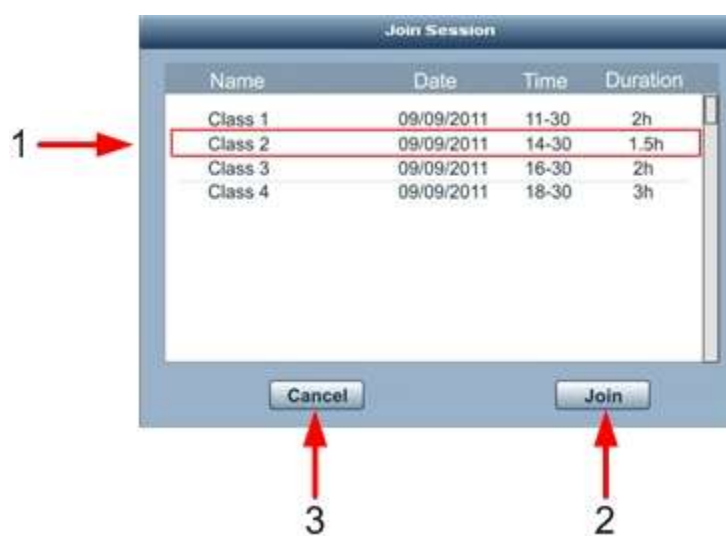
1. **As host of the session (Conference), within the 'Start Session' window**, press the 'Create New Session' tab & name your session.
2. Select the date, start time and durations (as shown in notes 6, 7 and 8 on the Start Session window).
3. Check all the people on your network who can attend the class when they have logged into their accounts.
4. Select people to 'view' or 'edit' in the class and press the 'Save' button (note 12).
5. This will send the students an e-mail advising them to attend the lesson.
6. To cancel this press the 'Close' button (note 1).

To search for a user:

1. **As host of the session (Conference)**, type the user's name in the search field.
2. Press the 'Find' button.
3. The list will scroll and highlight the searched user.

To Join a Session:

1. **As a participant of the session (Conference)**, press the 'Join Session' icon (shown as note 4 on the Interactive Blackboard screen).
2. A dialogue box will appear & you will be prompted to login.
3. Enter your login credentials in the fields provided, username, client ID and password.
4. The 'Join Session' page will load.
5. Select Class to join, and then press the 'Join' button.
6. To exit the 'Join session' screen, simply press the 'cancel' button.

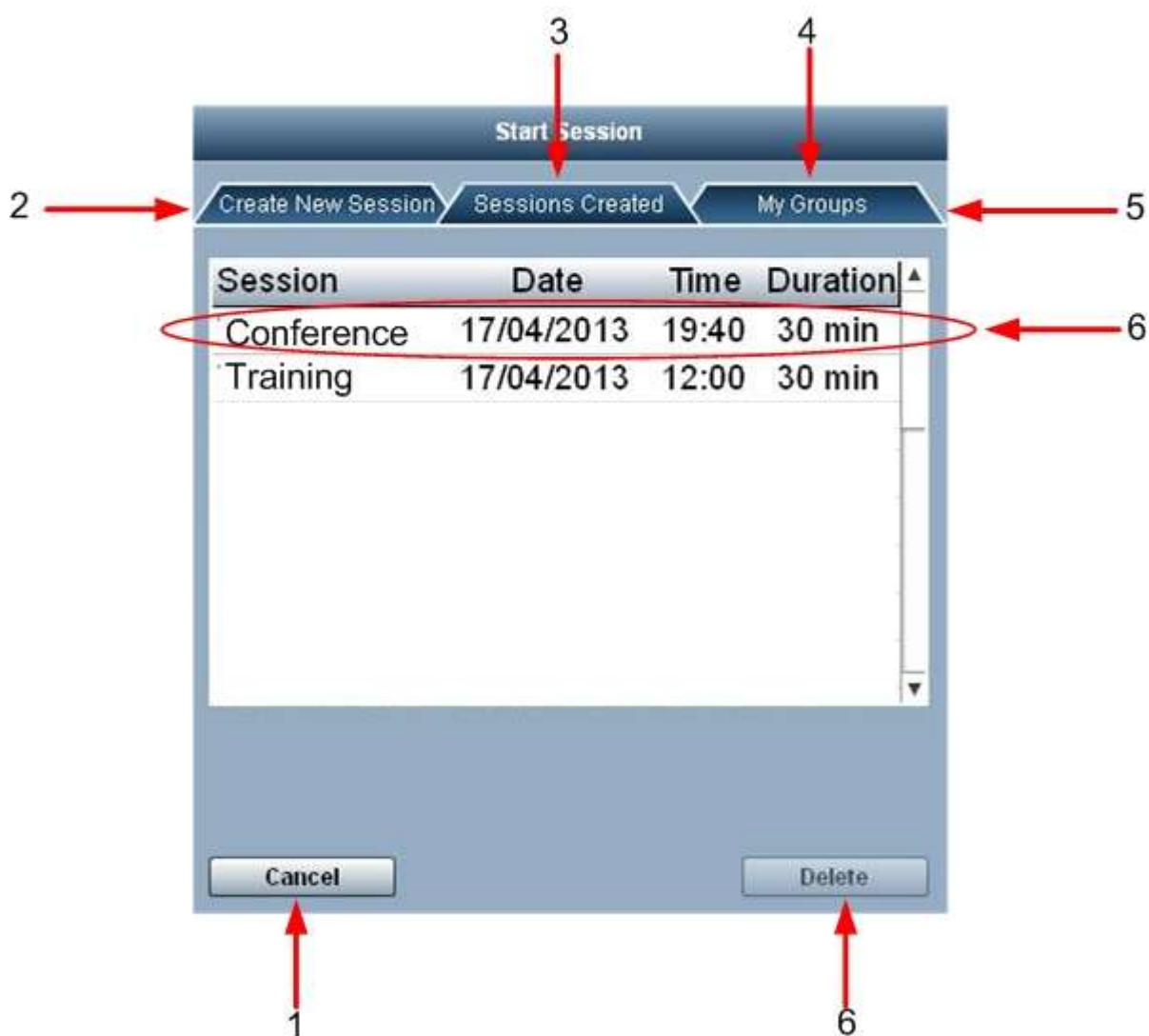


Note No.	Details
1	Double clicking on a specific class gives all the information associated with that particular class including its duration
2	'Join' button allows you to attend that class (as a participant)
3	'Cancel' button closes the Join Session window

Start Session Window-Classes Created tab

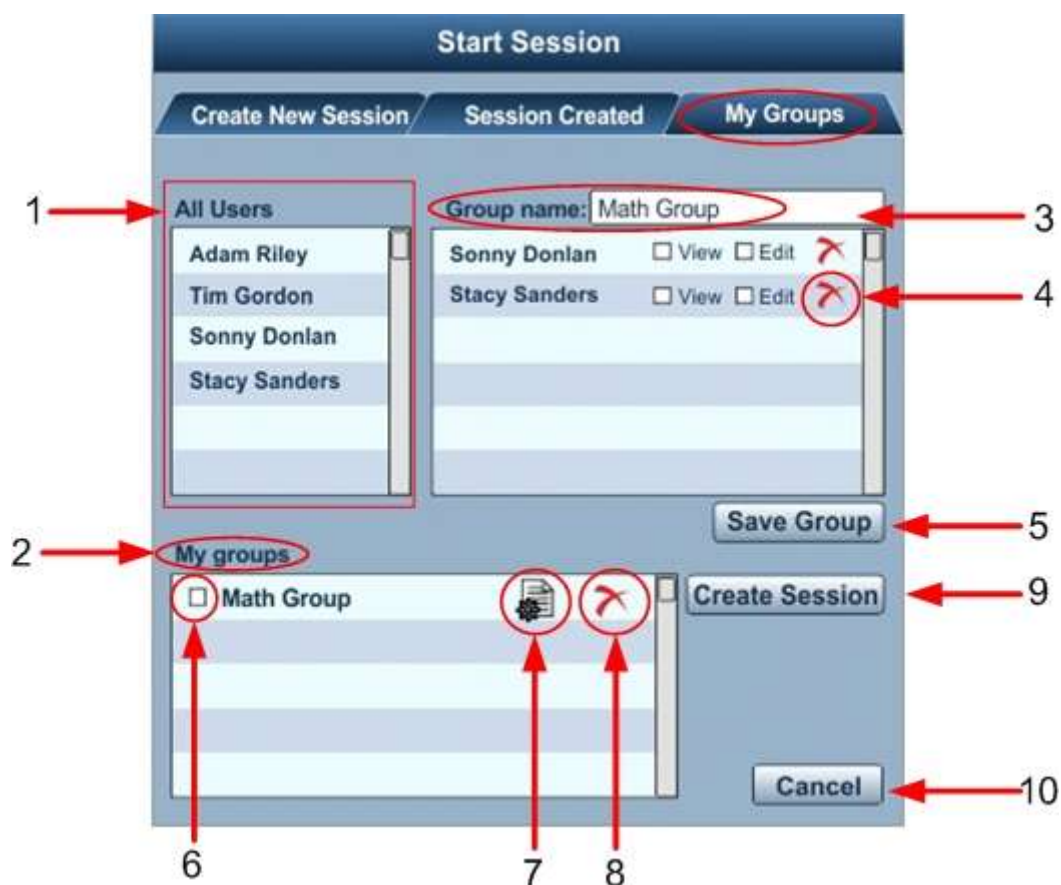
Sessions that have expired can be deleted by navigating to the 'Sessions Created' tab & deleting the appropriate session.

- Use the 'delete' button to remove expired session.



Note No.	Details
1	'Cancel' button closes the Start Session window
2	Create New Session tab - clicking this will open create new class tab as shown above
3	'Sessions Created' tab
4	'My Groups' tab
5	Highlighting a specific session shows all the information associated with that particular session including its duration.
6	'Delete' button deletes the selected session

Start Session Window – My Groups Tab



Note No.	Details
1	All users list – containing all the users in the current company
2	My groups - list with the groups previously created
3	New group name
4	Delete button – for removing users from list
5	‘Save Group’ button – adds the newly created group to your list, saves a group after editing it
6	Group check-boxed – allows you to start a session with one or multiple groups
7	Edit group button – allows you to edit the selected group
8	Group delete button – removes the group from your list
9	‘Create Session’ button – allows you to create a session with one or multiple groups <ul style="list-style-type: none"> - When pressed, it allows you to set a session name and a date and time for the session
10	‘Cancel’ button – closes the window without saving

To create a new group

1. **As host of the session (Conference)**, open the My Groups tab.
2. Type the name of the new group.
3. Drag and drop users from 'All users' list to the new group list.
4. To remove users, use the delete button (note 4).
5. Click the Save button to add the group to your groups list.

To edit a group

1. **As host of the session (Conference)**, click the 'Edit' button on the selected group.
2. The selected group is opened in the top right list.
3. You can change group name, add/remove users, change 'View' and 'Edit' options for each user.
4. Click the 'Save' button to save it.

To create a session with one or multiple groups

1. **As host of the session (Conference)**, select groups by checking boxes in the 'My Groups' list.
2. Clicking create session button opens up a window allowing you to set the name, starting / ending time and duration of the session.
3. Click 'Start Session'.

CONTENT REPOSITORY

This powerful tool allows you to store, view, amend and make changes to your files and folders instantly. Additional features of this application include:

An Encrypted Repository

- ✓ Access to your files from anywhere in the world
- ✓ Share your files with users in your network or e-mail them
- ✓ Unlimited file sharing and e-mailing facility to IBoardTouch users and non IBoardTouch users
- ✓ The simplistic User-centred design assists you in managing your files and folders

The Content Repository Homepage as shown below can be accessed from your Homepage screen.

To login:

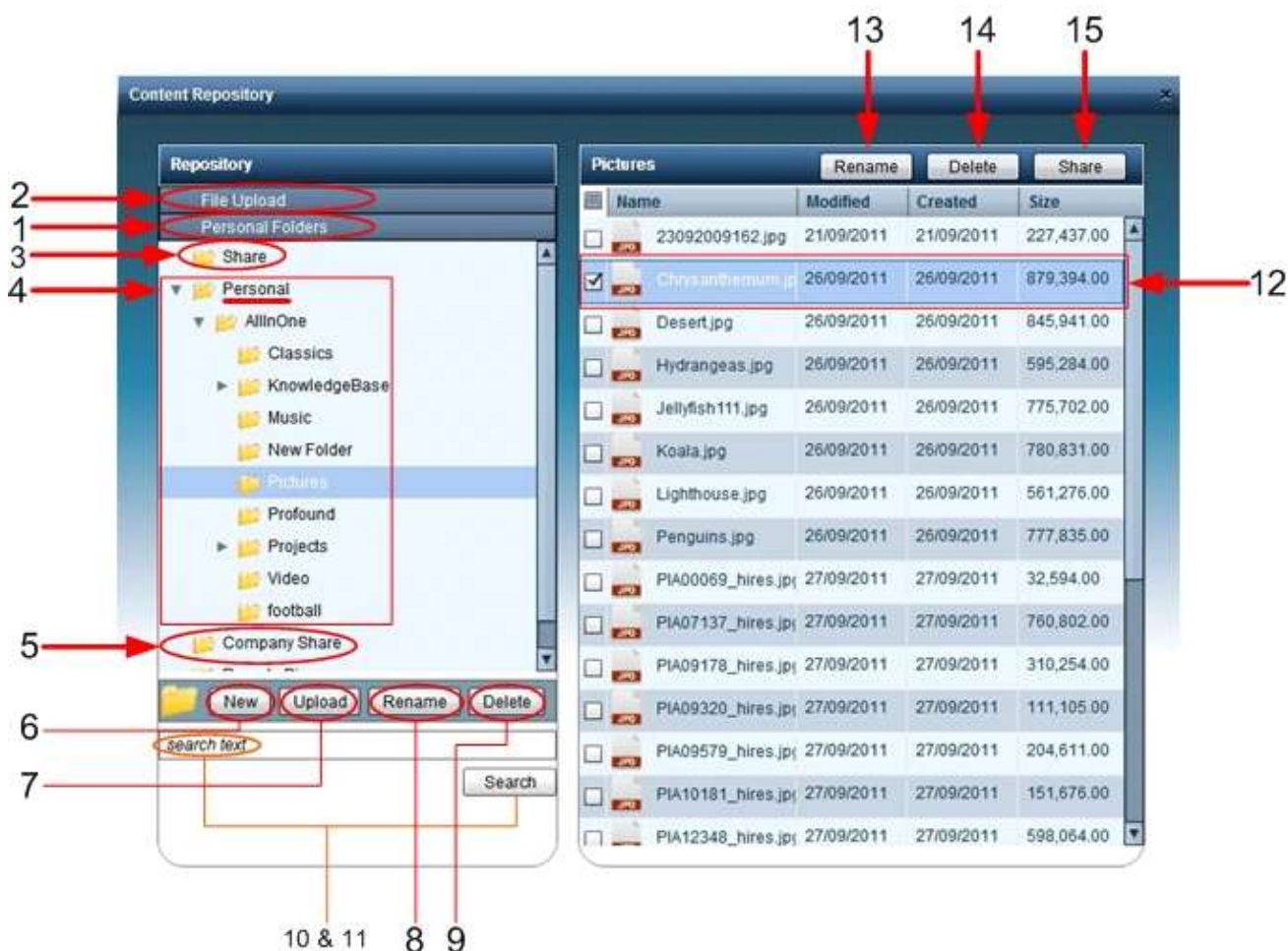


- Select the 'Content Repository' button from the navigation menu on the right.
- A dialogue box will appear & you will be prompted to login (See- [Page 22 Frequently asked questions.](#)).
- Enter your login credentials in the fields provided, username, client ID and password.
- The Content Repository Homepage will load.

In the Personal Folders you will have by default 3 folders that cannot be removed or renamed:

- 'Share' Folder – location for files shared by other users
- 'Personal' folder - containing subfolders listed alphabetically
- 'Company Share' Folder – location for files shared for the whole company

Content Repository Home Page



Note No.	Details
1	Personal Folders Tab
2	File Upload Tab
3	'Share' Folder – location for files shared by other users
4	'Personal' folder - containing subfolders listed alphabetically
5	'Company Share' Folder – location for files shared for the whole company
6	'New' Folder button – creates a new folder in the selected location
7	'Upload' button – opens the Upload Tab
8	'Rename' button – allows you to rename a selected file or folder
9	'Delete' button – allows you to delete a selected file or folder
10	Search text area - to enter your search criteria within selected folders
11	'Search' button - after the search criteria has been entered this button is pressed to locate search results
12	Highlight / select a file or folder <ul style="list-style-type: none"> - When dragging a file to another folder, in case of finding a duplicate, you have the option to rename, skip or overwrite the selected file or multiple files if selected, using the 'apply to all' option

13	'Rename' button – allows you to rename a selected file or folder
14	'Delete' button – allows you to delete a selected file or folder
15	'Share' button – allows you to share a file to a specific user or to multiple users Opens-up a dialog box to select the users

Creating, Editing or Deleting Files & Folders

This section explains the functions of the bottom portion of your personal folders pane as shown in below

To create a new folder:

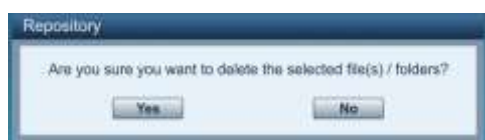
1. Select the root folder or any other folders contained in the root folder
2. Press the 'New' button (note 6)
3. Enter folder name
4. Press the 'Enter' on the keyboard to save the folder's name

To edit a folder:

1. Select the folder in the directory structure you wish to edit
2. Press the 'Edit' button and amend changes (note 8/13)
3. Press the 'Enter' on the keyboard to save the amendments instantly

To delete a folder:

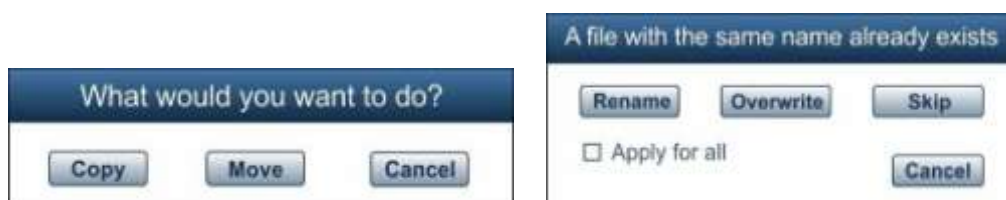
1. Select the folder or sub folder you wish to delete (Please note the user may hit the 'Delete' button on the keyboard to delete selected file or folder)
2. Press the 'Delete' button, you will be prompted with a message as shown below 'Are you sure you want to delete the selected files/folders?' press 'Yes' to proceed, files/folders will be deleted in the 'Deleted items' folder. Pressing 'No' button will cancel the deletion (note 3).



Note: Any deletion made will remain in your 'Deleted Items' folder for up to 30 days before permanently being deleted.

To move or copy your folders and files:

1. Highlight the folder and file from you directory structure
2. Then 'Drag' and 'Drop' with your mouse
3. In the case of a file with the same being in the target folder, a prompt will offer you the choice of Rename, Overwrite or Skip the duplicate file, also, in the case of multiple files, you have the possibility to perform the selected action for all of them



Searching for Files & Folders

To use the Search facility:

1. Highlight the folder you wish to search from the directory structure (If you wish to search all the folders highlight 'root' folder tab)
2. Enter the search criteria in the Search text box (note 10)
3. Click the 'Search' button (note 11)
4. Results shown on the bottom main pane as shown above

Sharing Files & Folders

Sharing a file or folder can be quickly and easily with your network.

To share a file or folder:

1. Choose the folder or file in the directory structure
2. Press the 'Share' button (note 15)
3. A prompt box is displayed showing the contacts on your network, for example your staff members
4. Select the appropriate contacts you wish to share the file or folder with by clicking on the check boxes (note 1)
5. Click the 'Share' button to start sharing (note 2)



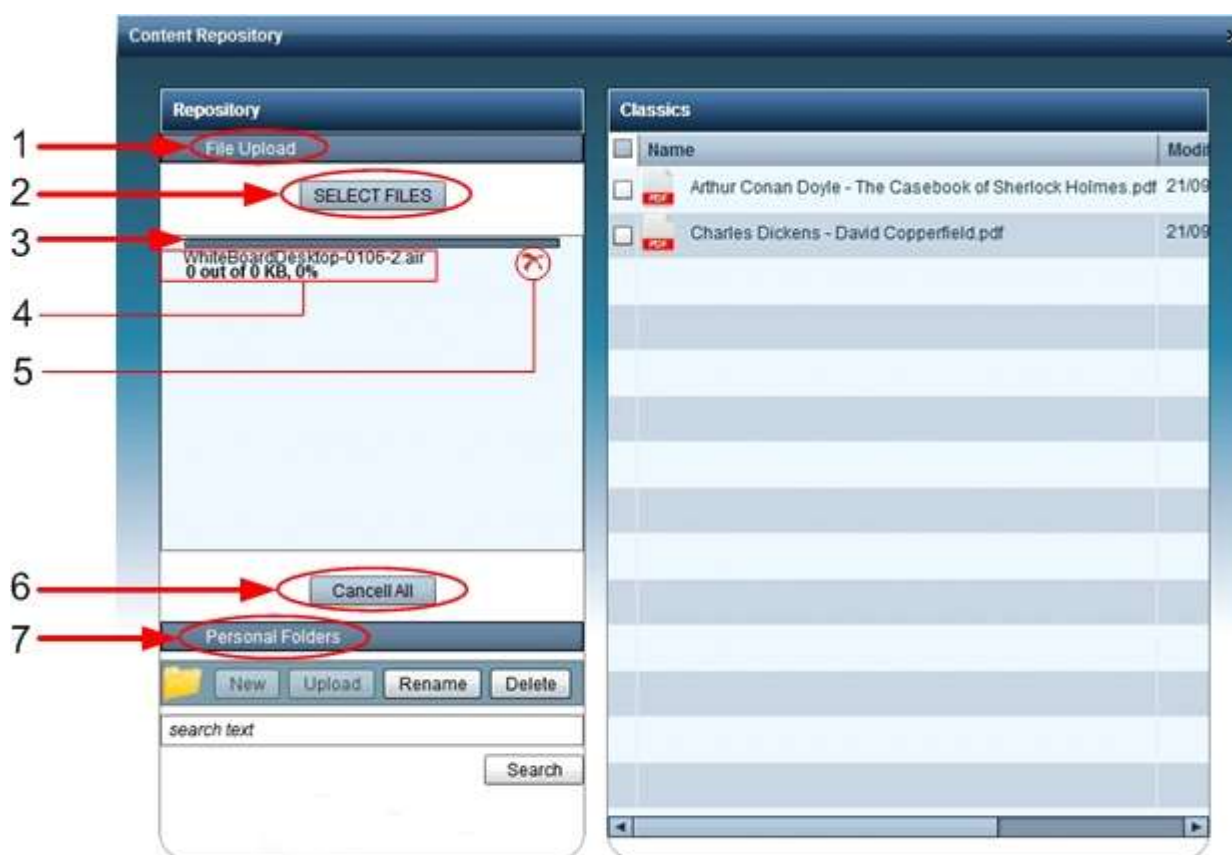
Note No.	Details
1	User List with check boxes
2	'Share' button - used to share the selected files or folders with other users in your network

Viewing New Files Added to Your Repository

When new files are added to your repository this can be seen in your IBoardTouch Homepage, this indicates how many files or folders you have received in your repository.

These can be seen in the repository pane as shown below by clicking on the 'File Upload' pane which expands to the below screen.

Upload files to the Online Repository



Note No.	Details
1	File Upload Tab
2	'Select Files' button – opens up a file browse dialog box to allow you to select the desired file from your computer
3	File upload progress bar
4	File details – name, size, number of files, per cent uploaded
5	Cancel upload for a specific file
6	Cancel all uploads
7	Personal Folders Tab

Uploading a file to the Online Repository

To use the Upload facility:

1. Select a folder in which you want to upload the file in the Personal Folders Tab
2. Open the Upload Tab
3. Select files from your computer using the 'Select Files' button
4. Click the 'Open' button to begin the upload
5. The files will be shown in the previously selected folder

Frequently Asked Questions

Q1 - I cannot log into the Content Repository?

A - Access to the Content Repository requires a license; please contact your IBoardTouch Sales representatives so that such a license can be purchased.

Q2 – I cannot login to make Video Conference sessions?

A - Assuming one has the correct license, login credentials and PC fitted with a Web camera & Microphone, your LAN administrator may need to check your network Infrastructure e.g. Firewall, Router, Proxy server & or Internal DNS servers. Please have your LAN administrators check their infrastructure and ensure the settings below are configured within your equipment:

Firewall \ router configuration:

Trust to External policies

NUMBER	SOURCE SERVICE			DESTINATION SERVICE			ACTION
	SOURCE IP/NETWORK	PORT & PROTOCOL		DESTINATION IP/NETWORK or DNS Name	PORT & PROTOCOL		
Rule 1	YOUR NETWORK	8181		176.34.190.37 app.iboardtouch.co.uk	8181		Permit
Rule 2	YOUR NETWORK	1935 5080		176.34.190.65 collaborate.iboardtouch.co.uk	1935 5080		Permit

In summary, an access-control rule to permit outbound requests from IP addresses that reside within YOUR local Internal LAN to the Internet addresses (or DNS names) listed above; communication will take place on the TCP ports specified in the table:

Proxy Server configuration:

DNS Names to be configured within Proxy Servers if required:
app.iboardtouch.co.uk
collaborate.iboardtouch.co.uk

Q3 – I cannot start a session?

A - Access to 'Start Session' requires a license; please contact your IBoardTouch Sales representatives so that such a license can be purchased. If you already have a valid license with valid login credentials & you are still unable to login, please direct your LAN administrator to Q2 of this FAQ guide and ensure the steps within Q2 of this guide are followed.

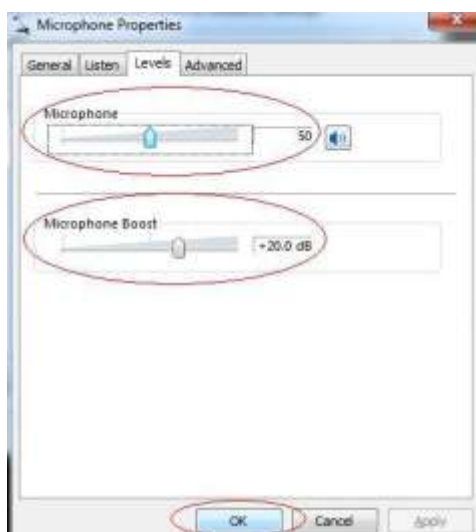
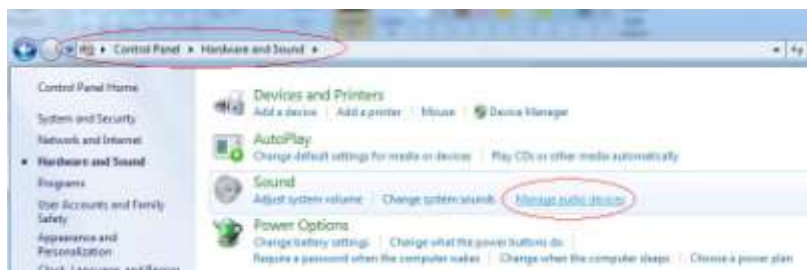
Q4 – I cannot join a session?

A - Access to 'Join Session' requires a license; please contact your IBoardTouch Sales representatives so that such a license can be purchased. If you already have a valid license with valid login credentials & you are still unable to login, please direct your LAN administrator to Q2 of this FAQ guide and ensure the steps within Q2 of this guide are followed.

Q5 – I hear echo & feedback during VCC sessions?

A – To reduce echo & feedback, it is essential that microphone settings are setup correctly when not using either an external microphone or headphones. If you are unfamiliar with setting these values, please follow these steps for Windows 7 operating system (for other operating systems the steps are similar).

- Close IboardTouch VCC session.
- Navigate to Control Panel, Hardware and sound, and then click on 'Manage Audio Devices'.
- Select the microphone you wish to use & **please** ensure you **disable** the **unused** microphone.
- Focus on the microphone you wish to use & select 'properties'.
- Adjust both microphone values to similar as shown below.
- Click 'OK' to accept new settings.



Q6 – How do I configure “Wake on LAN” settings for Ethernet NIC Card on i55?

A - At the time of writing, wake on LAN is achieved with the following BIOS version: Version 2.02.1205

- Follow boot instructions to enter BIOS menu.
- Navigate to: "Chipset" then --> "PCH-IO Configuration"
- Scroll down to "Wake on LAN Enable"
- Change from "Disable" to "Enable" (use space bar).
- Press F4 "Save and Exit"

** End of Process **

END of frequently asked questions.

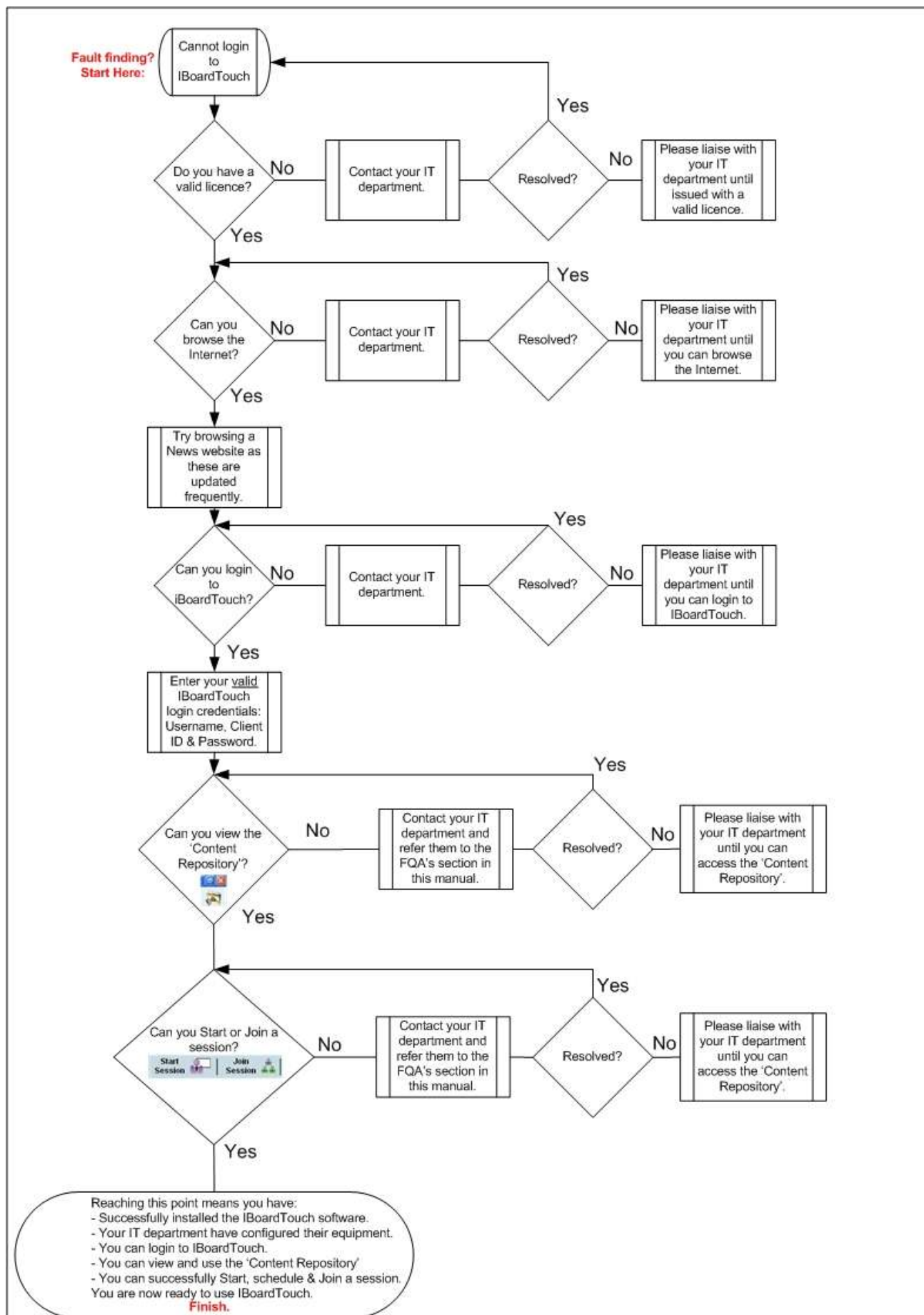
Fault Finding

The 'flow diagram' on the next page will assist you and your IT department should any difficulties arise with login into IboardTouch.

How to use the 'flow diagram':

Simply follow the arrows in a downward motion, reading the questions and answering them in a yes or no fashion, follow the instructions where possible as experience has shown 'flow diagrams' & the suggestions contained within will assist in resolving issues quickly & using the correct methods.

Note, when you read the instruction 'please liaise with your IT department' please direct your IT department to [Page 22 Frequently asked questions](#) specifically questions 'Q1 and Q2'.



Licence & Access Requests

How to request login access to VCC:

The following information is required from the client to grant access:

Full Name *	:	
Company/Institution Name *	:	
Address *	:	
Post Code *	:	
Telephone Number *	:	
Email Address *	:	
iBoardTouch Model Number *	:	
iBoardTouch Serial Number *	:	
Date of Purchase *	:	
* Only required if the Warranty Registration has not been submitted		

Then for each user requiring access the following information is needed:

Full Name	Email Address	Telephone	Username	Administrator?

The "Username" is the Login ID used to login to the VCC application.

This must be unique to the client organisation.

We normally allocate username based on initials and surname but many clients prefer to specify their own to match what they currently use for their company network.

Some clients ask for generic user names (e.g. "user1"), so if you prefer this just say generic users.

At least 1 of these users must be nominated as the administrator for the client.

This will enable the client to administer passwords locally (via the soon to be released customer admin web site), and be a point of contact for us for any support issues.

Once received the details will be added to iBoardTouch Internal Admin system and an email will be sent to the requester giving the login details for VCC access.

End of Document.

